A Platform for Collaborative Learning at Pepperdine University

Getting Started Guide for Students

http://courses.pepperdine.edu

IT Help Desk
Available 24 hours a day,
7 days a week, 365 days a year

(866) 767-8623 Toll-free in USA
(310) 506-4357 (HELP)

Courses is powered by Sakai®

Web Support Pages
http://community.pepperdine.edu/it/students

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REQUIREMENTS

Guidelines

Courses (powered by Sakai) is offered by Pepperdine University to support its academic mission. Use of Courses is governed by existing university policies and guidelines.

University Code of Ethics
http://community.pepperdine.edu/hr/policies/ethics.htm

Computer/Network Responsible Usage
http://community.pepperdine.edu/it/security/policies/usagepolicy.htm

Supported Web Browsers

For the best experience with Courses (powered by Sakai), please use a supported Web browser. There are known issues with some Web browsers, such as Apple's Safari browser, so we encourage all users to use one of the supported browsers listed below.

Macintosh

- Firefox 11.x or higher

Windows

- Firefox 11.x or higher
- Internet Explorer 9.x or higher

Technology Checklist

To use Courses, you must configure your supported Web browser with the following settings.

Required Settings

- ☐ JavaScript enabled
- ☐ Cookies enabled
- ☐ Java installed and enabled (**http://www.java.com**)

Recommended Add-ons

- ☐ Adobe Flash Player (to play Web-based video files | **http://get.adobe.com/flashplayer/**)
- ☐ Adobe Reader (to read PDF documents | **http://get.adobe.com/reader/**)
- ☐ Apple iTunes (to play music and podcasts | **http://www.apple.com/itunes**)
- ☐ Apple Quicktime (to play Web-based video files | **http://www.apple.com/quicktime**)
- ☐ VLC Media Player (to play Web-based video files | **http://www.videolan.org/vlc/**)

GETTING STARTED

Log into Courses

Accessing Courses is easy.

Direct Login

1. Open a supported web browser and visit **http://courses.pepperdine.edu**
2. Click on the "**Pepperdine Login**" button
3. Enter your **NetworkID** and **password** (same as WaveNet)

WaveNet Link

1. Open a supported web browser and visit **http://wavenet.pepperdine.edu**
2. Click on the "**Log in to Wavenet**" button
3. Enter your **NetworkID** and **password**
4. Click on the "**Academic Resources**" tab to access the drop down menu
5. Select "**Courses (powered by Sakai)**"

Getting Help

Pepperdine University and Courses (powered by Sakai) offer many ways to get help.

Built-in Help

Inside Courses, you can easily get help information. Look for the blue question mark icon on any tool page. A new window will open with the help information about the specific tool you are using. You can also Search for help from the same pop-up window.

Web Support Pages

At Pepperdine University's Information Technology website, you can find help tutorials and information about multiple tools and services, such as email, wireless network access, and Courses.

All help pages: **http://community.pepperdine.edu/it/az/**
Courses help pages: **http://community.pepperdine.edu/techlearn/tools/courses/**

IT Help Desk

The IT Help Desk is available to answer questions and address issues with Pepperdine University services, such as Courses. Helpful operators are available 24 hours a day, 7 days a week, and 365 days a year. They can resolve the most common problems directly or can report larger issues to the appropriate departments within the university.

You may reach them at either:

(866) 767-8623 (toll free in USA)
(310) 506-4357 (HELP)

To assist you, the operators will need the following information:

- About you
  - Your name
  - Your Campus-wide ID number (CWID)
  - Your NetworkID
  - Your school
- About the class
  - The class site in which you are experiencing a problem
  - The class instructor's name
- About the problem
  - The tool or feature you are using
  - The error message you receive
- About your computer
  - Your computer operating system
  - Your web browser

Layout and Navigation

Tabs: Access Your Course and Project Sites

In Courses, each site will appear as a tab near the top of the screen. Clicking on any of the site tabs will bring you to that specific site.

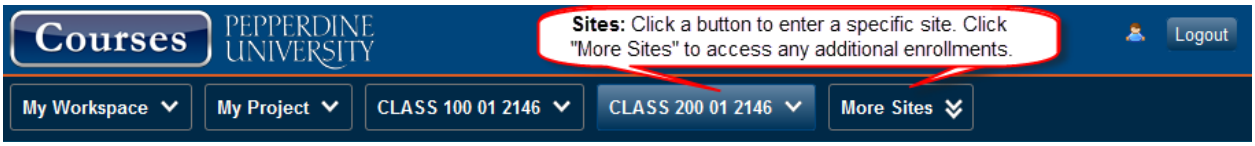

Figure 1: Access Your Sites Through Tabs

My Workspace	This is your area to set system preferences, store your own documents, and create project sites.
Site Tabs	Each tab will open a course or project site. Tabs are ordered alphabetically until you customize them.
More Sites	This tab offers an easy way to access all of your visible sites, past and present. This tab will appear automatically once you are a member of enough sites, usually more than four. All course sites will be organized by the academic term, e.g. Fall 2014. All project sites are listed under the heading Projects. You can see all of your sites via My Workspace > Membership.

"I can't find my course or project site."

If you can't locate your course or project site on Courses, we recommend the three steps below:

1. **Check with your course instructor.** All course sites are created automatically before each academic term. However, instructors need to publish their course sites before students can see them. Please consult with your instructor to see if he/she is using Courses this term and has published the course site.

2. **Wait one business day.** Enrollments for official university courses are automatically updated on Courses. If you enrolled recently or on a weekend, your enrollment may not appear until the next business day. Updates happen at 8 AM and 4 PM each business day.

3. **Check the "More Sites" tab.** Tabs are ordered alphabetically by default. If you are enrolled in more than four sites, you can find your other sites in the "More Sites" tab. Click this tab to view your enrollments by academic term. You can reorder your tabs; see the *Preferences* section to learn how.

Tools: Access Tools for Each Site in the Left Menu

Each site will feature a number of tools. These tools appear in the left hand menu. Clicking a tool will open the tool in the main content frame. Tools may also offer a toolbar for special options.

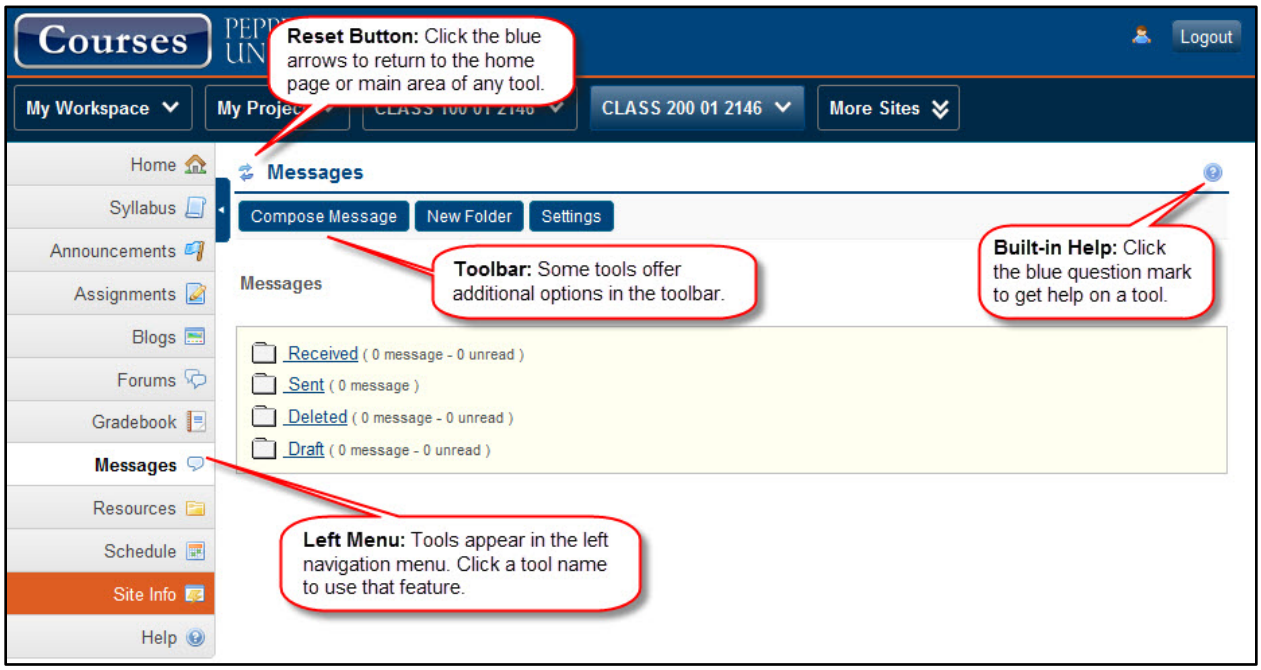

Figure 2: Left Menu and Tools

Left Menu

In all sites, you'll find a left menu with tools or options for the site. Instructors and site owners can customize the tools available in a site through *Site Info* > *Edit Tools*. They can also reorder the menu or rename tools through *Site Info* > *Page Order*.

Toolbar

Each tool has different capabilities. Some tools will allow you to define settings or access additional information. You'll find these features as blue buttons below the tool's page heading.

Reset Button

As you navigate a tool, Courses will remember where you last were. If you navigate away and then return, Courses will try to bring you to the last page you visited. If you ever need to return to the home page or main area of the tool, click the blue reset button.

Built-In Help

Need assistance? Look for the blue question mark icon. Clicking the blue question mark will open the built-in help window of Courses. By default, it will open the help information for the tool you are currently using. You can also search for other help information.

Preferences

Customize Tabs: Order or Hide Your Course and Project Sites

You can control which sites appear as tabs and how many tabs to display. Since tabs are ordered alphabetically by default, it can be very helpful to reorder or even hide sites for the best experience. At the start of each new academic term, we recommend that you reorder your tabs so that the most current course or project sites appear for you.

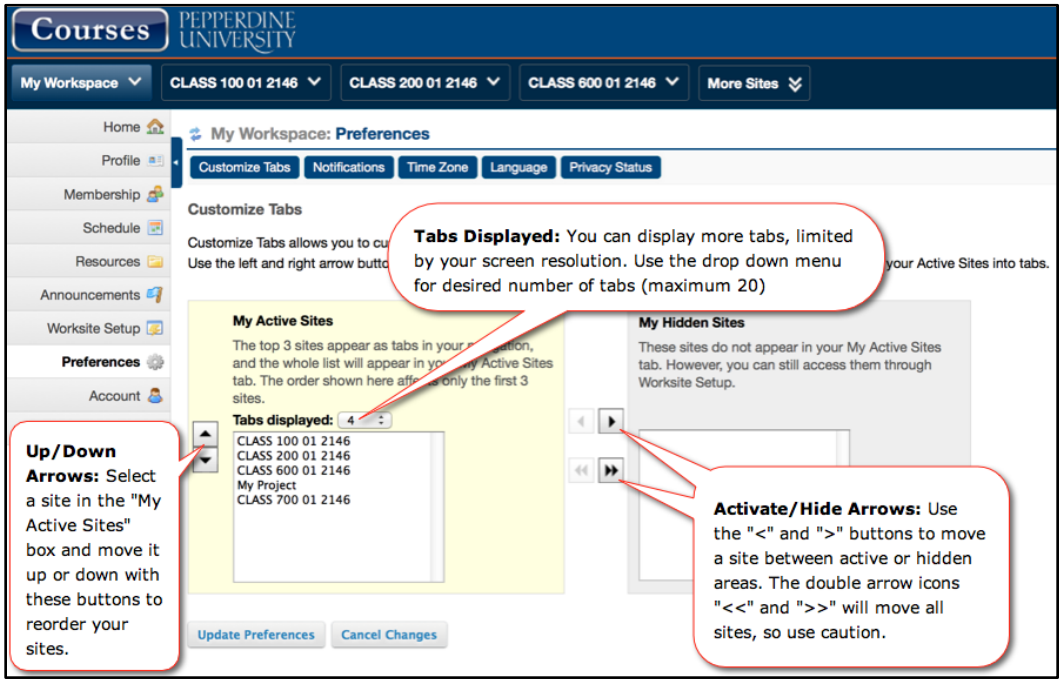

Figure 3: Customize and Reorder Your Site Tabs

Instructions

1. Click the "**My Workspace**" tab.
2. Click the "**Preferences**" tool in the left menu.
    a. The "Customize Tabs" page should appear. If it does not, click "Customize Tabs" in the toolbar or the blue reset button next to the "Preferences" heading.
3. To change how many tabs appear:
    a. Enter the **number of tabs** (e.g. 6) in the "Tabs displayed" box.
4. To reorder a site:
    a. In the "My Active Sites" window, **click the site name** you wish to reorder.
    b. Click the **up or down arrow buttons** to move a site to a desired location.
5. To hide a site:
    a. In the "Active Sites" window, **click the site name** of an unused or older site that you wish to hide.
    b. Use the single **left or right arrow buttons** ("<" or ">") to move sites into or out of the "Hidden Sites" window.
6. Click "**Update Preferences**" when done.

Notifications: Change How You Receive "Low" Priority Messages

Your instructors or other site owners can send you alerts when they post announcements or upload files. If they send you a "Low" priority message, you can choose how to receive these messages. The options are: separate messages, a daily summary of all messages, or don't send any low priority messages. If they send a "High" priority message, however, you will always receive the email.

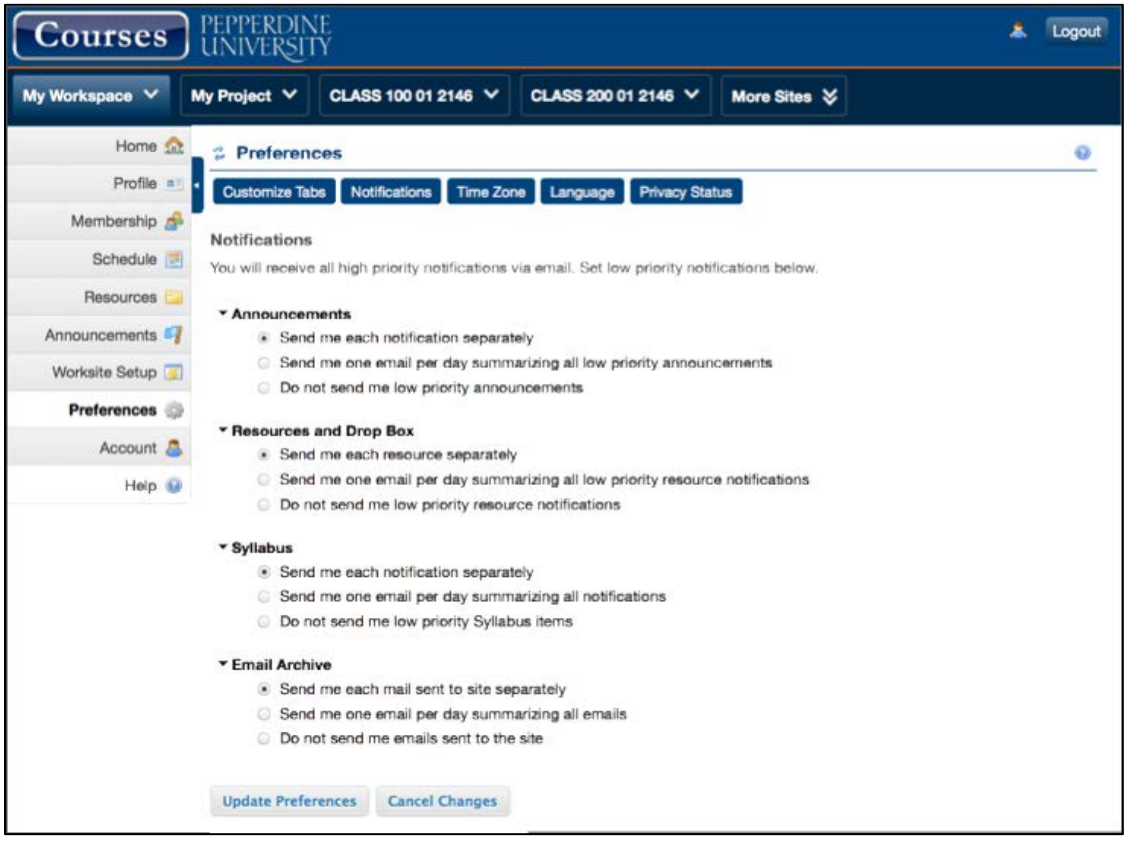

Figure 4: Set your Notification Preferences

Instructions

1. Click the "**My Workspace**" tab.
2. Click "**Preferences**" in the left menu.
3. Click "**Notifications**" in the toolbar.
4. For each available tool, **select your desired choice**.
    a. Send me each notification separately.
    b. Send me one email per day summarizing all low priority notifications.
    c. Do not send me low priority notifications.
5. Click "**Update Preferences**."

"I set my notification preferences and I am still receiving email messages from my sites."

Remember, the Notifications preferences only control "Low" priority messages. If your instructor sends a notice as "High" priority, you will always receive those messages. Also, these preferences only apply to the Announcements, Resources and Drop Box, Syllabus, and Email Archive tools. Emails sent from the Forums tool can be controlled by adjusting your "Watch" settings. To adjust these settings, go to each course, click "Forums," click "Watch," select your desired option, and click "Save."

Privacy Settings

You have options in Courses to select privacy settings. These settings will allow you to share or hide any information you volunteer to store on Courses. You also have options to limit how site users can connect with or email you.

Profile: Limit Who Can Search and View Your Information

The Profile tool allows you to connect with other users and even share details about yourself with them. You may set your privacy options for the tool so that you can choose what information to share and with whom to share it.

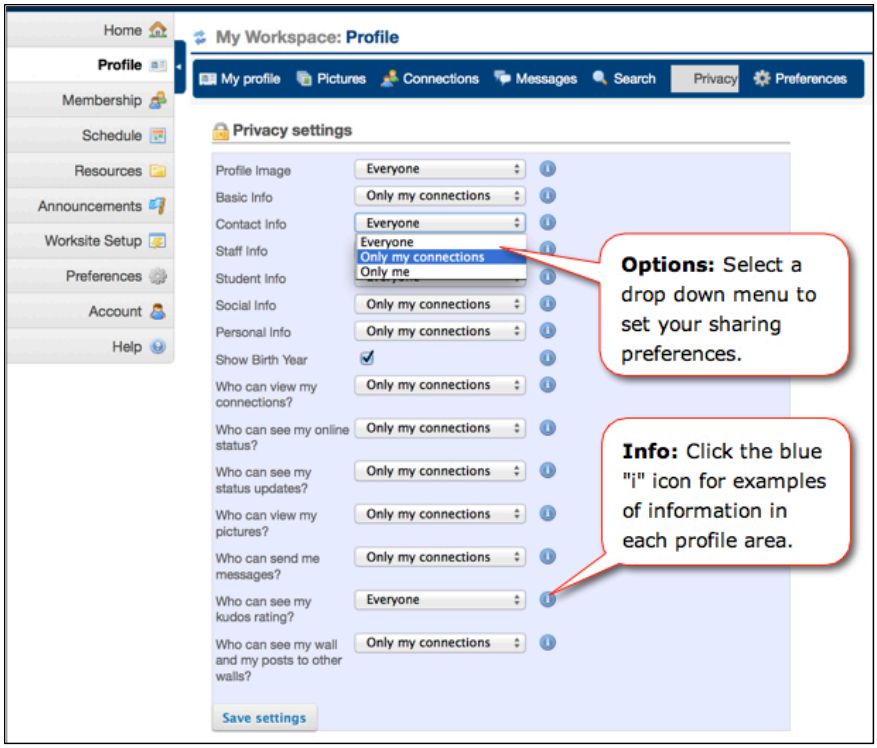

Figure 5: Set your Profile Privacy Settings

Instructions

1. Click the "**My Workspace**" tab.
2. Click "**Profile**" in the left menu.
3. Click "**Privacy**."
4. For each option, **select the drop down menu** and **set your preference**.
5. Click "**Save settings**."

"I chose to share my profile picture, but it doesn't display in the Roster tool."

At this time, the Roster tool will only display a student's official university photo ID picture; personal profile pictures will not appear.

Privacy Status: Set Your Course or Project Site Privacy

Within each site, you can choose to make your information visible or hidden. If you choose to hide your information, your details will not be available for other students, including the ability to email you through the Messages tool.

NOTE: Your instructors will always be able to view your details in an official course.

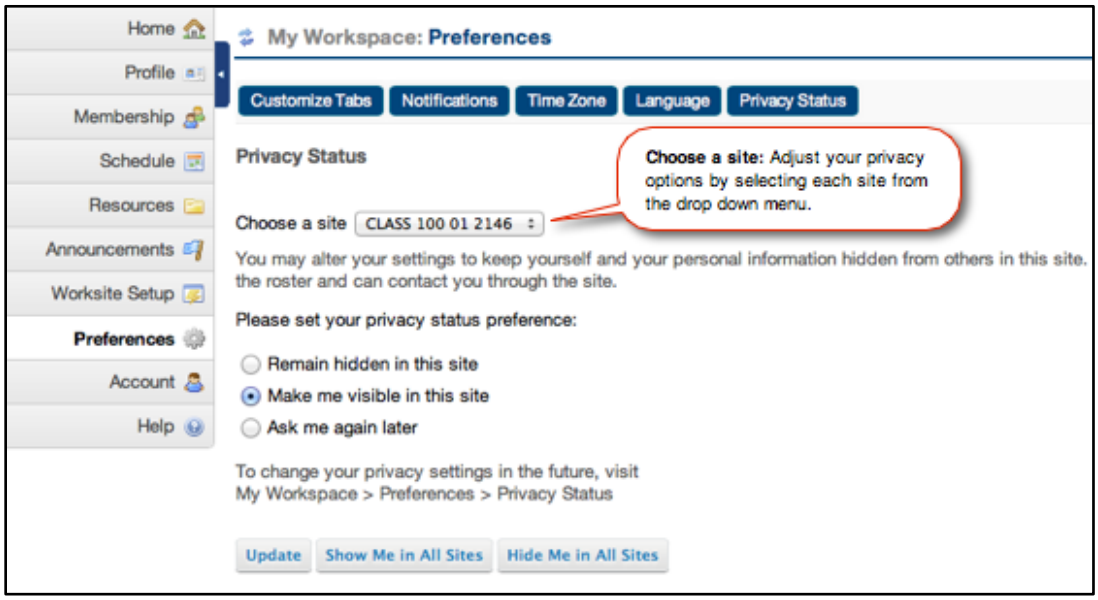

Figure 6: Set your Site Privacy Status

Instructions

1. Click the "**My Workspace**" tab.
2. Click "**Preferences**" in the left menu.
3. Click "**Privacy Status**" in the toolbar.
4. To set preferences for each course or project site:
    a. From the drop down menu, **select a site**.
    b. **Set your privacy status**:
        i. Remain hidden in this site (hide your information from the Roster and Messages tools)
        ii. Make me visible in this site
        iii. Ask me again later
    c. Click "**Update**."
    d. Repeat for any additional sites.
5. To set preferences globally for all sites:
    a. Click "Show Me in All Sites" or "Hide Me in All Sites."

Assignments: Submit Your Coursework

The assignment tool is a helpful feature that allows your instructor to gather your coursework electronically. In addition, your professor can also securely share feedback and grades with you.

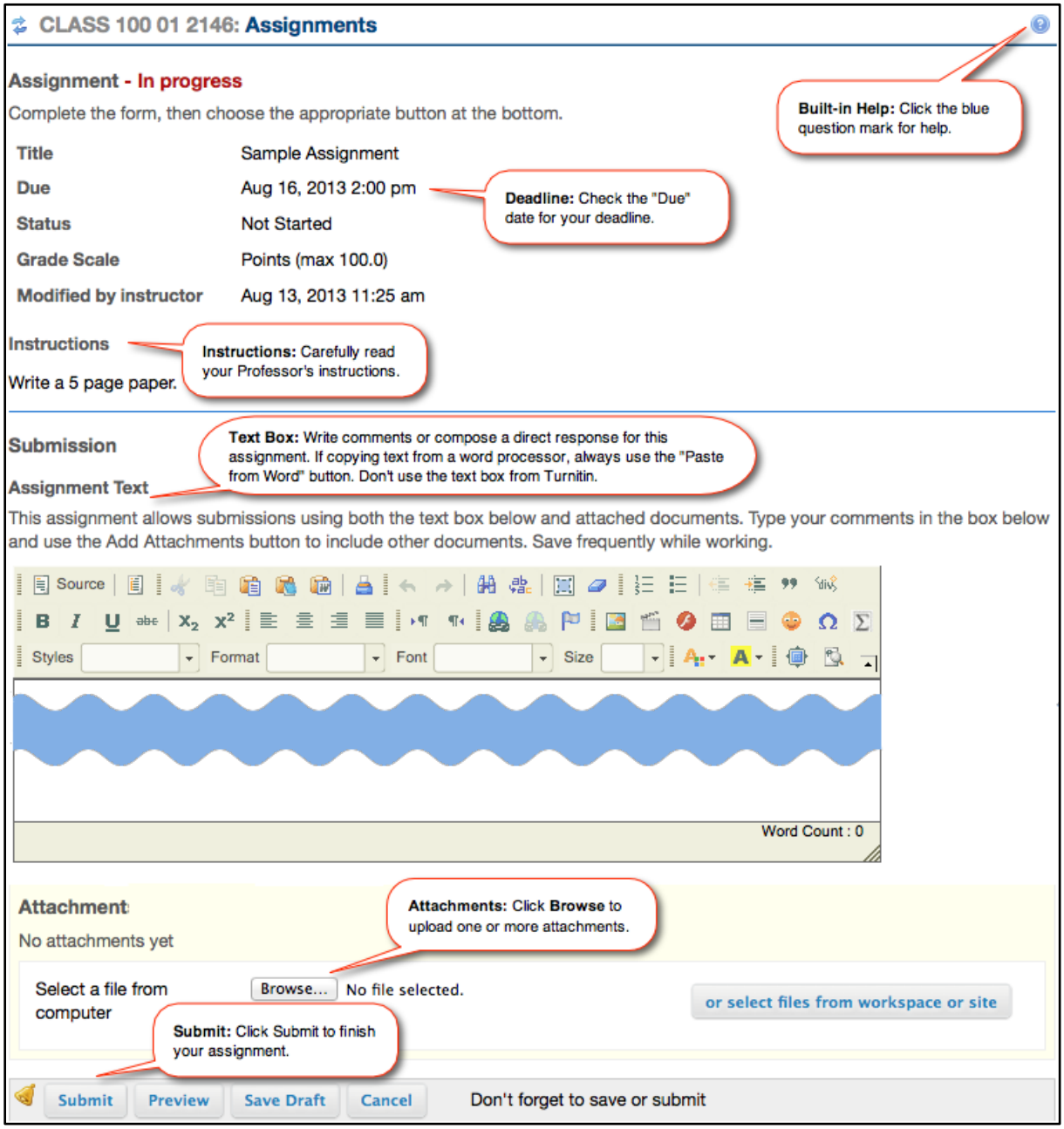

Figure 7: Review or Submit your Assignment

Submit an Assignment

Instructions

1. Click the **site tab** for your course or project site.
2. Click the "**Assignments**" tool in the left menu.
3. Click the **title of the assignment** you wish to begin.
4. **Read the instructions** outlined by your instructor carefully.
5. Click any **additional resources (attachments)** to view or download, if applicable.
6. If a "Model Answer" heading is listed, click the heading to review this additional information.
7. If an "All Purpose Item" heading is listed, click the heading to review this additional information.
8. Use the Text Box:
    a. Your instructor may enable the text box so you can submit information or comments.
    b. For the best experience, we recommend that you first write and save your work in a word processor, like Microsoft Word. When you paste text from Microsoft Word, the editor will automatically filter out unnecessary coding and formatting. You can also pull up a more robust filter by clicking the "Paste from Word" tool in the editor toolbar.
        i. **Copy** your text from the word processor.
        ii. **Click in the text box**.
        iii. Click the tool "**Paste from Word**."
        iv. Click in the Paste from Word popup window.
        v. **Paste** your work [**Ctrl+V** (PC) or **Command+V** (Mac)].
        vi. Click "**OK**."

    c. NOTE: You cannot use the text box to submit a paper for the Turnitin review service. Instead, you must attach a document.
9. Attach a document:
    a. Your instructor may ask you to submit a document, such as Microsoft Word or PDF.
    b. Go to the "Attachments" section.
    c. Click "**Browse**."
    d. **Select the file** from your computer and click "**Open**."
    e. Wait for the file to upload.
    f. NOTE: Your professor may enable the Turnitin review service. Check with your professor.
10. Your instructor may require you to accept an honor pledge. If an honor pledge is listed, you must **check the checkbox** before you can submit your work.
11. Click "**Submit**" to complete the assignment.
12. Verify the submission.
13. NOTE: If this is a Turnitin assignment and the report is shared with you, please wait for the report to be generated. Reports are usually available within one hour. Turnitin does note that their service can take up to 24 hours to generate an originality report.

File Naming Conventions:

- Always include a valid file extension, e.g. .doc, .docx.
- Limit file names to 40 characters or fewer.
- Use letters, numbers, spaces, hyphens, or underscores in your file names.
- Do NOT use special characters such as ! @ $ % ^ & * / \ < > etc.

Turnitin Submissions:

- Adhere to all guidelines above.
- Only submit one file attachment. Must be text-based; cannot be scanned as an image.
- Only use the following file types: Word (.doc, .docx) or Rich Text (.rtf).
- Avoid double file extensions, e.g. .doc.doc.
- File size cannot exceed 10 MB; 2 MB for plain text files (.txt).

Resubmit an Assignment

Some assignments will allow you to resubmit. This option is only available if your instructor allows resubmission on an assignment. Please consult with your instructor, if necessary.

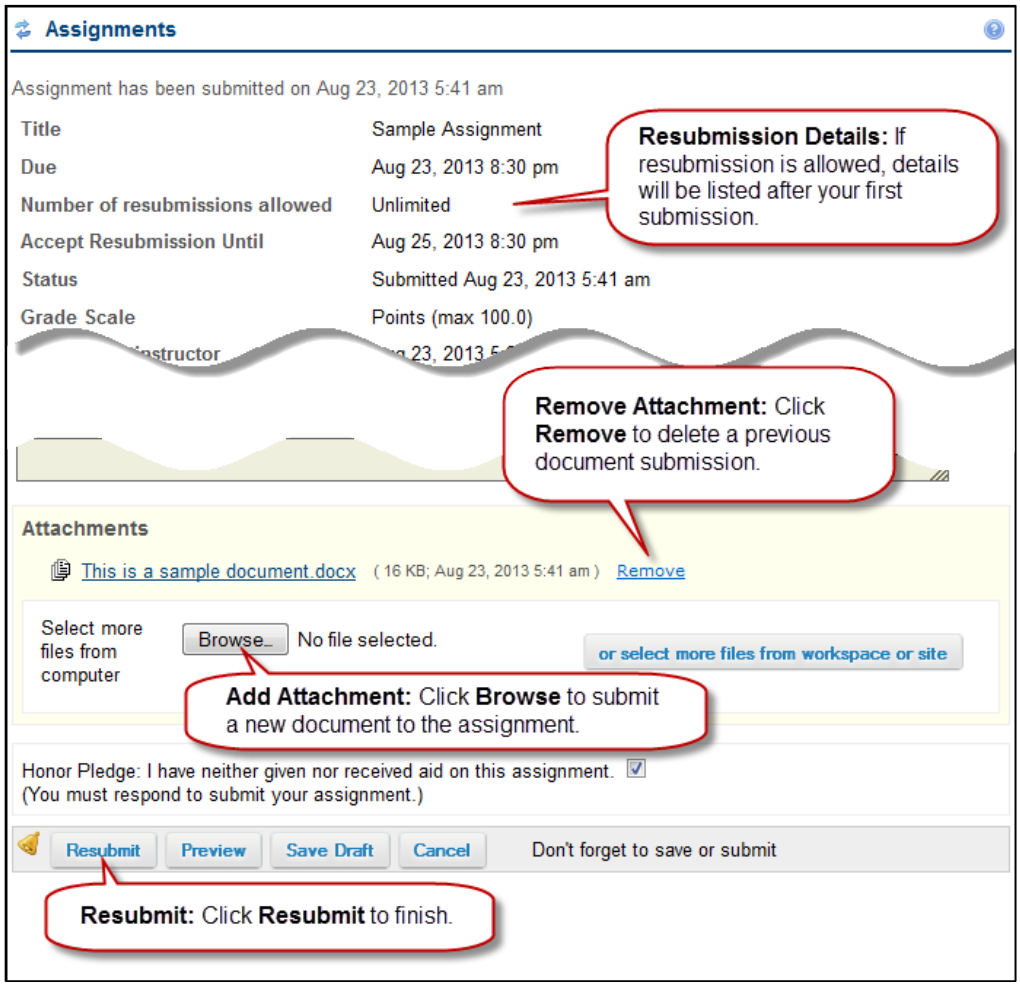

Figure 8: Resubmit your Assignment

Instructions

1. Click the **tab** for your course or project site.
2. Click "**Assignments**" in the left menu.
3. Click the **title of the assignment**.
4. Resubmission details will appear once you return to the assignment after your initial submission.
    a. Do not assume that resubmission is allowed. Always review your instructor's directions.
    b. If the following information is not listed after your first submission, then resubmission is not allowed:
    "**Number of resubmissions allowed**"
    "**Accept resubmissions until**"
5. Use the Text Box:
    a. If your assignment offers the text box (aka inline text), place your cursor in the text box and edit or replace your earlier submission.
    b. NOTE: You cannot use the text box to submit a paper for the Turnitin review service. You must attach a document, instead.
6. Attach a document:

a. If your assignment allows file attachments,
    i. Click the "**Remove**" link to the right of the specific file to remove a previously submitted file.
b. To add more files to your assignment:
    i. Click "**Browse**."
    ii. **Select the file** from your computer and click "**Open**."
    iii. Wait for the file to upload.
    iv. Repeat to add additional files, if allowed by the assignment.
c. NOTE: If your professor has enabled the Turnitin review service, Turnitin only supports one file at a time for reporting. To resubmit and obtain a new originality report, you must first "remove" your earlier document and then browse and upload a new document. Please be aware that your earlier Turnitin report will also be removed. If you want to keep this report for comparison purposes, you must print or download it before you remove the attachment and upload a new file. Finally, refer to the file naming and other requirements in the previous section, "Submit an Assignment."

7. Click "**Resubmit**" to complete the assignment.
8. Verify the submission.
9. NOTE: If this is a Turnitin assignment and the report is shared with you, please wait for the report to be generated. Reports are usually available within one hour. Turnitin does note that their service can take up to 24 hours to generate an originality report.

Review Your Assignment Grade and Feedback

After you have submitted your assignment, your instructor will evaluate your work.

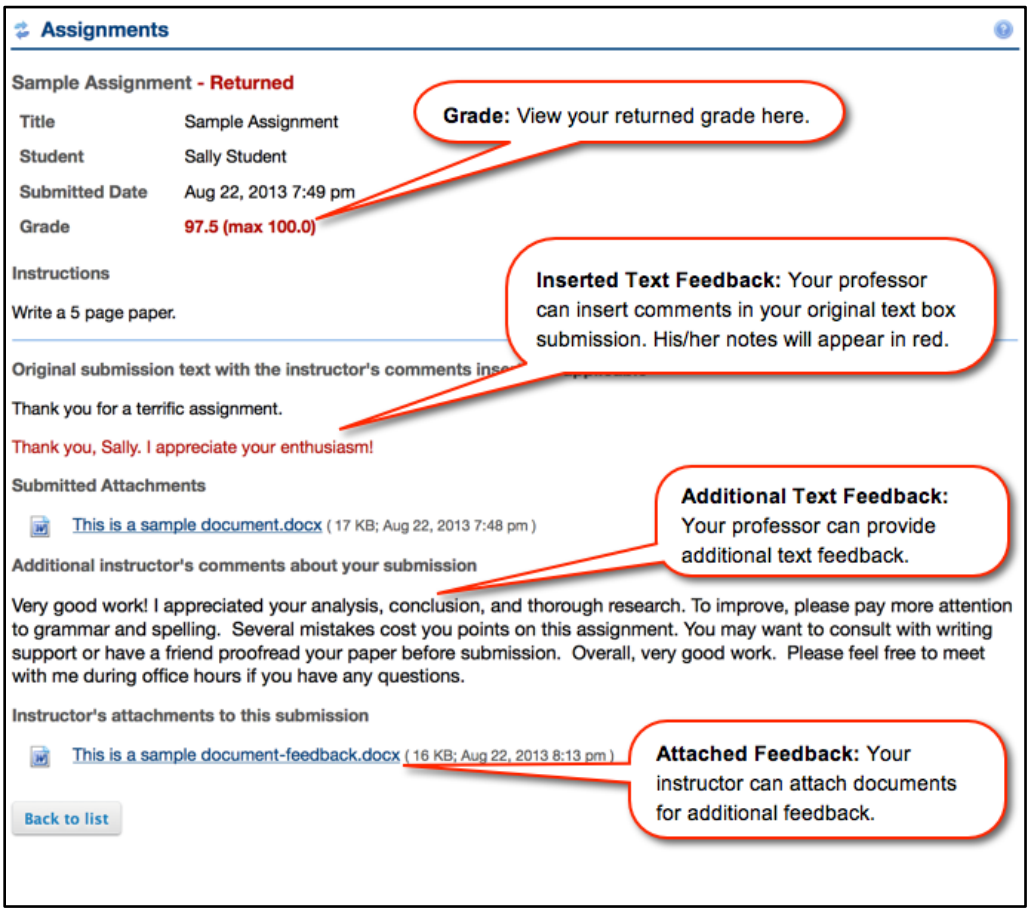

Figure 9: View your Returned Assignment Grade and Feedback

Instructions

1. Click the **tab** for your course or project site.
2. Click "**Assignments**" in the left menu.
3. Click the **title of the assignment** you wish to review.
4. Review your "**Grade**."
    a. If you do not see the heading "Returned" to the right of the assignment name, then your professor either has not graded your assignment yet or has not released the grade to you. Please consult with your professor.
5. Review "Model Answer" or "All Purpose Item," if available.
6. Review your "**Original submission text.**" Your instructor can insert text comments into your text box submission.
7. Review "**Additional instructor's comments about your submission**."
    a. Your instructor can share text-based feedback with you about your submission.
    b. This information will be near the bottom of the page, if available.
8. Review "**Instructor's attachments to this submission**."
    a. If your instructor can share file attachments for additional feedback about your submission.
    b. This information will be near the bottom of the page, if available.
9. Click "**Back to list**" when finished.

Review Your Turnitin Report

Your instructor has the option of using the Turnitin review service with your assignment. Turnitin is a paper review service that will search for similarity between the text in your attached document and information on the Web, periodicals, and a database of student papers. Your instructor has the option of sharing this report with you. The Turnitin originality report can help you learn about ethical writing and identify sources that you may need to cite properly.

Instructions

1. Click the **tab** for your course or project site.
2. Click the "**Assignments**" tool in the left menu.
3. Click the **title of the assignment** you wish to review.
4. Next to "Turnitin Report," click "**View Report**."
    a. If it says "This attachment has been submitted and is pending review," please be patient. Reports are usually available within one hour. Turnitin does note that their service can take up to 24 hours to generate an originality report, possibly longer for a resubmission.
    b. Professors can choose to not share the report, share the report (and generate it immediately), and share the report (and wait until the deadline to generate the report). Check with your professor for expectations on availability of the report.
    c. Color codes, per Turnitin.com:
        i. "blue (no matching words)
        ii. "green (1-24% similarity index)
        iii. "yellow (25-49% similarity index)
        iv. "orange (50-74% similarity index)
        v. "red (75-100% similarity index)"[1]
5. A new window will open with the Turnitin document viewer.
    a. Review your originality report.
    b. Close this new window when finished.
6. In the Courses assignment, click "**Cancel**" or the blue reset arrows to return to the main assignment list.

[1] iParadigms, LLC. "Student User Manual." 04 09 2010. Turnitin.com. 03 10 2010 <http://www.turnitin.com/resources/documentation/turnitin/training/en_us/Student_Manual_en_us.pdf>.

Assignments: Frequently Asked Questions

"I can't see my assignment grade."

After you have successfully submitted your assignment, your instructor must review and grade it. Once a grade has been entered, your instructor must "release" the grade to you. If your instructor says that he/she has entered your grade but you don't see it in the Assignment tool, be sure to consult with your instructor and verify that he/she released the grade to you.

"When I copy text from Microsoft Word, it adds a lot of code to my post. Is there a way to paste without the extra code that Microsoft Word adds?"

For the best experience, we strongly recommend that you write your responses in a word processor, like Microsoft Word. When pasting, the rich text editor should automatically strip out unnecessary coding from Word. You can also use the "Paste from Word" tool in the rich text editor.

See the Tip *"Paste from Word"* near the end of this document for instructions.

"My Turnitin report says, This attachment has been submitted and is pending review.'"

Reports will be available based on a number of factors. First, your professor decides whether or not to share the reports with students. Next, your professor decides when the reports will be generated (immediately after submission or wait until the assignment deadline). If reports have been made available to you, most reports are available within one hour of initial submission. Per Turnitin, reports can take up to 24 hours. If resubmitting a paper, the new report can take another 24 hours and possibly longer. Please be patient.

Reports will not be generated if you submitted an illegal file type or if you named the file incorrectly. Please refer to the conventions in the "Submit an Assignment" section.

"How do I resubmit an assignment and generate a new Turnitin report?"

First, your professor needs to allow resubmission on the assignment. Next, to generate a new Turnitin report, you must remove your originally submitted document. You would return to the assignment and click "remove" next to the previously uploaded document. Now, you can browse for your revised document to upload the new version. Click Resubmit when finished. Remember to be patient. Reports are generally available within one hour, but the process can take up to 24 hours for the first report and possibly longer for a resubmission.

Blogs: Reflect on Your Learning

The Blogs tool allows you, your classmates, and your professor(s) to share lessons learned, current challenges, or other reflections on class and life experiences. You can post entries to share with just your instructor(s), with anyone in the class, or even anyone in the world.

Add Blog Entry

1. Click the **tab** for your course or project site.
2. Click the "**Blogs**" tool in the left menu.
3. Click **Add blog entry** in the toolbar.
4. Enter a **Title** for your post.
5. Enter your post with the rich text editor.
6. Choose who can view your post.
    a. "Only site administrators and I can see this entry" - Select this option so that only your instructor(s) and you can view your blog entry.
    b. "All members of this site can see this entry" - Select this open to that anyone in your class site can view your blog entry (you, your instructor(s), and your classmates).
    c. "This entry is publicly viewable" - Select this option if you want your blog entry to be accessible to anyone with the link to the blog's public RSS feed.
7. Click **Publish entry** to finish your post.

Edit Blog Entry

1. Click the **tab** for your course or project site.
2. Click the "**Blogs**" tool in the left menu.
3. Click your name on the "All the blogs" list.
4. Below the entry you wish to change, click "**Edit entry**."
5. Edit your entry.
6. Click **Publish entry** to finish your edit.

Drop Box: Share Documents Privately with Your Instructor

The Drop Box is a simple tool to allow you to share documents privately with your course instructor. You can upload documents for your instructor to review. Your instructor can also upload files for you through the Drop Box, too.

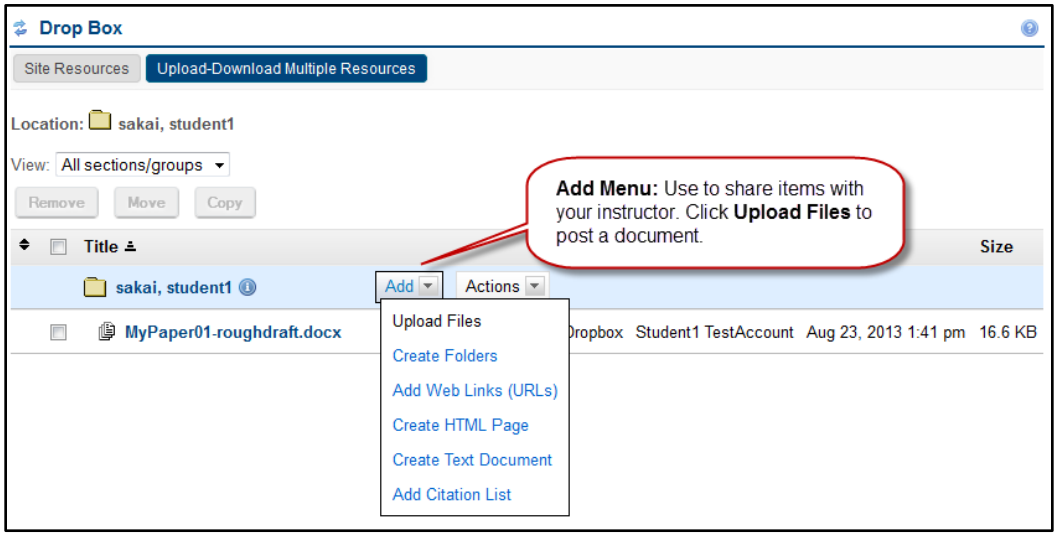

Figure 10: Upload Files in your Drop Box

Submit a Document to the Drop Box

Instructions

1. Click the **tab** for your course or project site.
2. Click "**Drop Box**" in the left menu.
3. Click "**Add**."
4. Click "**Upload Files**."
5. Click "**Choose File**."
6. A pop-up window for your computer's hard drive will appear.
7. **Select a file** and click **Open**.
    a. NOTE: Whether you are uploading one or more files, your total upload cannot exceed 100 MB.
8. Click "**Upload Files Now**."
9. **Wait** for the file to upload.

Drop Box: Frequently Asked Questions

"Can I share documents with classmates through the Drop Box?"

The Drop Box tool is a way for a student to privately share files and information with a course instructor. Each student only sees his or her Drop Box folder.

For group work, your instructor can create a group and assign a folder in Resources for group file sharing. You may also create your own project site and enroll your classmates into this site as co-maintainers. In this project site, you can use the Resources folder to share documents as well as any other tool for your group collaboration.

"How do I upload a document over 100 MB?"

You cannot upload a file over 100 MB. While you can upload multiple files to the Drop Box, no single upload process can exceed 100 MB in total file size. This means that you can either upload a single file that is up to 100 MB in size or multiple files that do not total more than 100 MB together.

If you need to upload a very large file to your Drop Box, you have a few options. First, you can compress the file. Using a compression utility, you can package one or more files into a .zip file so that the total size of the file is under the 100 MB limit. Or you can store the file on another service, such as Google Apps at Pepperdine (**http://google.pepperdine.edu**), and upload a link in your Drop Box to the file or folder of files.

Forums: Contribute to Class Discussions

The Forums tool allows your class to engage in online, threaded discussion.

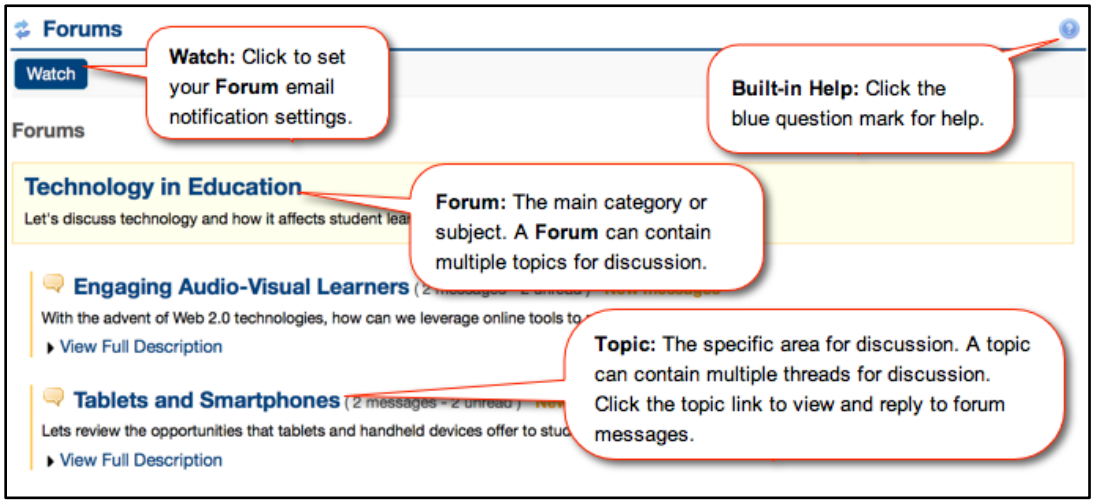

Figure 11: Forum View

Figure 12: Topic View

Figure 13: Thread View

Figure 14: Message View

Reply to a Conversation

Instructions

1. Click the **tab** for your course or project site.
2. Click "**Forums**" in the left menu.
3. Click the **topic title**.
4. Click the **conversation title**.
5. Read the message.
6. Click "**Reply**" to the right of the message title.
7. Use the Text Box:
    a. For the best experience, we recommend that you first write and save your work in a word processor, like Microsoft Word. When you paste text from Microsoft Word, the editor will automatically filter out unnecessary coding and formatting. You can also pull up a more robust filter by clicking the "Paste from Word" tool into the editor toolbar.
        i. **Copy** your text from the word processor.
        ii. **Click in the text box**.
        iii. Click the tool "**Paste from Word**."
        iv. Click in the Paste from Word popup window.
        v. **Paste** your work [**Ctrl+V** (PC) or **Command+V** (Mac)].
        vi. Click "**OK**."

8. Attach a document (optional):
    a. Your instructor may ask you to submit a document, such as Microsoft Word or PDF.
    b. Click "**Add Attachments**."
    c. Click "**Choose File**."
    d. **Select the file** from your computer and click "**Open**."
    e. Wait for the file to upload.
    f. Click "**Continue**."
9. Click "**Post**."

Start a New Conversation

1. Click the **tab** for your course or project site.
2. Click "**Forums**" in the left menu.
3. Click the **topic title**.
4. Click "**Start a New Conversation"** in the tool bar.
    a. NOTE: Instructors have the option to allow students to create their own threads within a topic. If the "Start a New Conversation " option is not available within a topic, please consult with your instructor.
5. Enter a **Title** for your new conversation or discussion thread.
6. Enter your discussion post in the rich text editor.
    a. For the best experience, we recommend that you first write and save your work in a word processor, like Microsoft Word. When you paste text from Microsoft Word, the editor will automatically filter out unnecessary coding and formatting. You can also pull up a more robust filter by clicking the "Paste from Word" tool into the editor toolbar.
        i. **Copy** your text from the word processor.
        ii. **Click in the text box**.
        iii. Click the tool "**Paste from Word**."
        iv. Click in the Paste from Word popup window.
        v. **Paste** your work [**Ctrl+V** (PC) or **Command+V** (Mac)].
        vi. Click "**OK**."

7. Attach a document (optional):
    a. Your instructor may ask you to submit a document, such as Microsoft Word or PDF.
    b. Click "**Add Attachments**."
    c. Click "**Choose File**."
    d. **Select the file** from your computer and click "**Open**."
    e. Wait for the file to upload.
    f. Click "**Continue**."
8. Click "**Post**."

Forums: Frequently Asked Questions

"I can't edit or delete my post. What should I do?"

The instructor or site owner defines the settings for each forum or topic. Some of these settings include the ability for people to edit or delete postings (all, their own, or none). If you do not see the "Edit" or "Delete" options on your posts, please consult with your instructor or site owner.

"When I copy text from Microsoft Word, it adds a lot of code to my post. Is there a way to paste without this extra code that Microsoft Word adds?"

Writing a response in Microsoft Word is strongly recommended. Unfortunately, Microsoft Word uses a lot of extraneous formatting code. If you copy from Word and paste directly into the text box of Courses, it will display this ugly code. To avoid these problems, use the "Paste from Word" button in the text box toolbar.

"I want to embed a YouTube video in my post. Can I do this?"

Yes. It's easy!

1. Find the video on YouTube.
2. Click "Share" and then click "Embed."
3. Uncheck the box "Show suggested videos when the video finishes."
4. Copy the code.
5. Go to the forum in your class site and click "Start a new conversation" or "reply."
6. Click the "Source" button in the rich text editor's toolbar.
7. Place your cursor where you want to insert the YouTube video.
8. Paste the code from YouTube.
9. Click "Source."
10. Click "Post."

"Is there a way to receive an email when new posts are made to a class discussion forum?"

Yes. Using the "Watch" feature, you can choose whether or not to receive notification emails from a course forum. To enable or disable notifications, visit the course site. Click Forums > Watch > select your desired option > Save.

"I'm receiving email alerts for each post in a course forum. How can I change these notifications?"

Using the "Watch" feature, you can choose whether or not to receive notification emails from a course forum. To enable or disable notifications, visit the course site. Click Forums > Watch > select your desired option > Save.

Gradebook: Check Your Grade Progress

The Gradebook allows your instructor(s) to securely share grades and feedback with you.

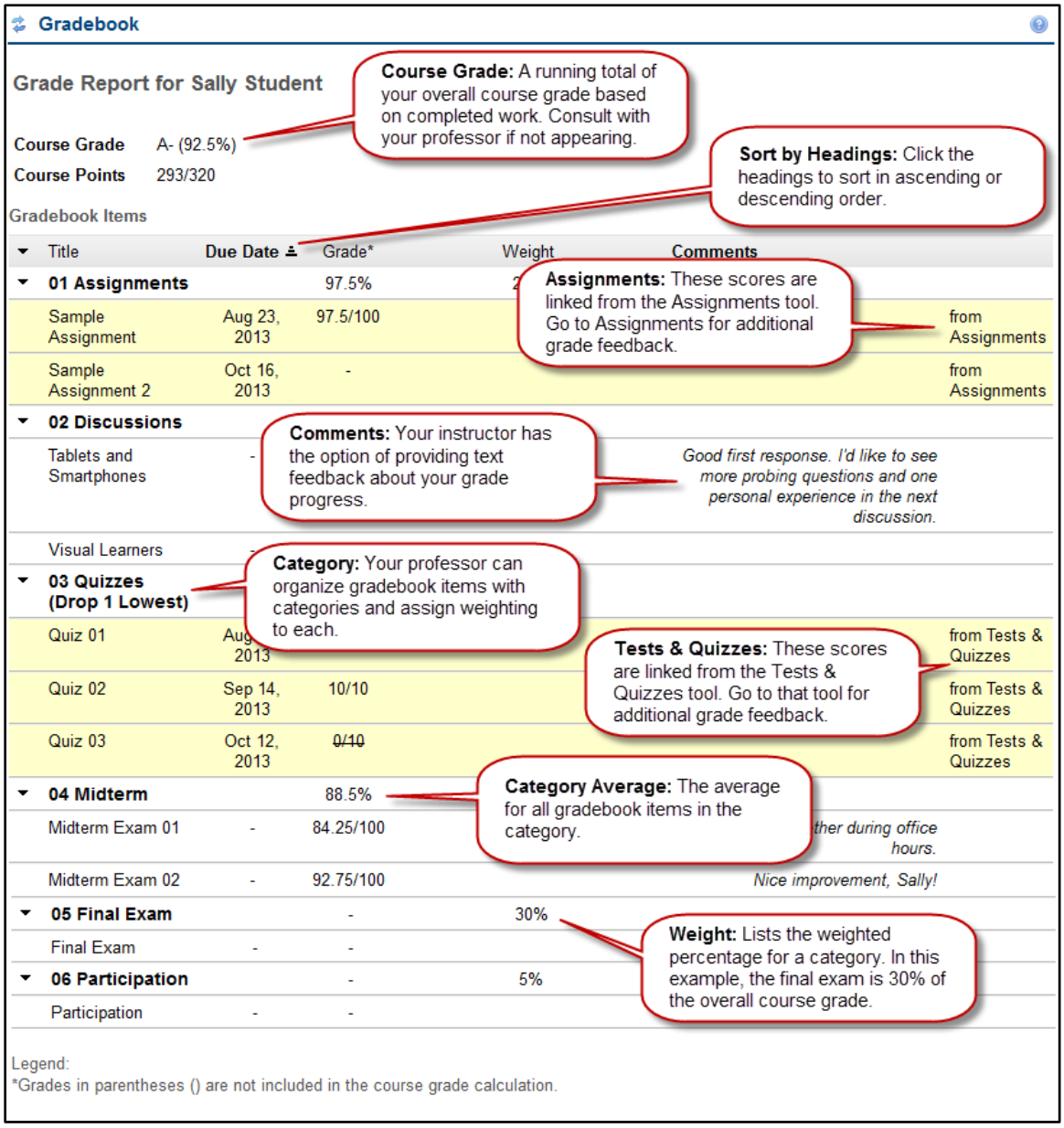

Figure 15: Sample Gradebook with Weighted Categories

View Your Grades

Instructions

1. Click the **tab** for your course or project site.
2. Click "**Gradebook**" in the left menu.
3. Review your grades.

Gradebook: Frequently Asked Questions

"I can't see my overall course grade."

The overall course grade is an optional calculation that instructors can turn on. This calculation is a running total that will update as your professor grades your completed coursework. If the overall grade says that is it not available yet, please consult with your instructor to see if he/she plans to use this feature.

"I can't see my assignment grade from the Assignments tool."

In order for grades from the Assignments tool to appear in the Gradebook, your professor needs to do two things. First, when creating the assignment, your professor needs to configure it with a link to the Gradebook. Finally, once he/she enters the grade, your professor needs to release the grade to you. Please review any details in the assignment instructions or the course syllabus; else consult with your professor.

"I can't see my test or quiz grade from the Tests & Quizzes tool."

In order for grades from Tests & Quizzes to appear in the Gradebook, your professor needs to do two things. First, he/she needs to link the assessment to the Gradebook. Next, he/she needs to configure feedback details within the assessment's settings. Please review any details in the assessment instructions or the course syllabus; else consult with your professor directly.

Messages: Communicate with Instructors and Participants

The Messages tool allows site participants to send email messages to one another.

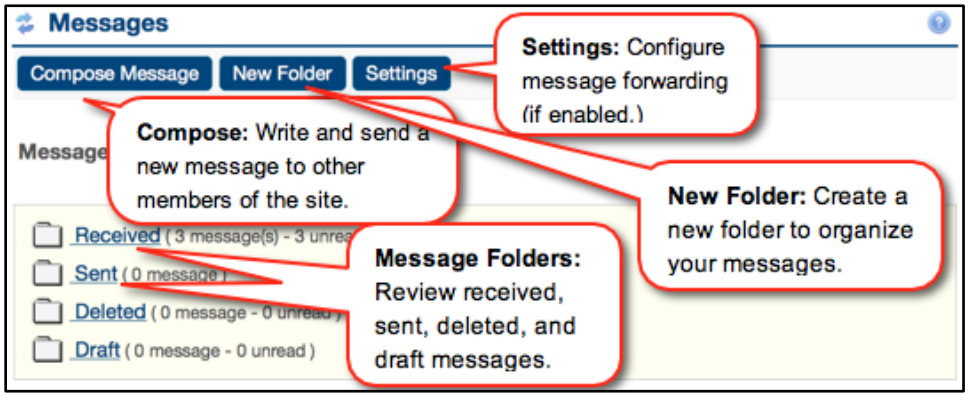

Figure 16: MAIN VIEW - Home Page of the Messages Tool

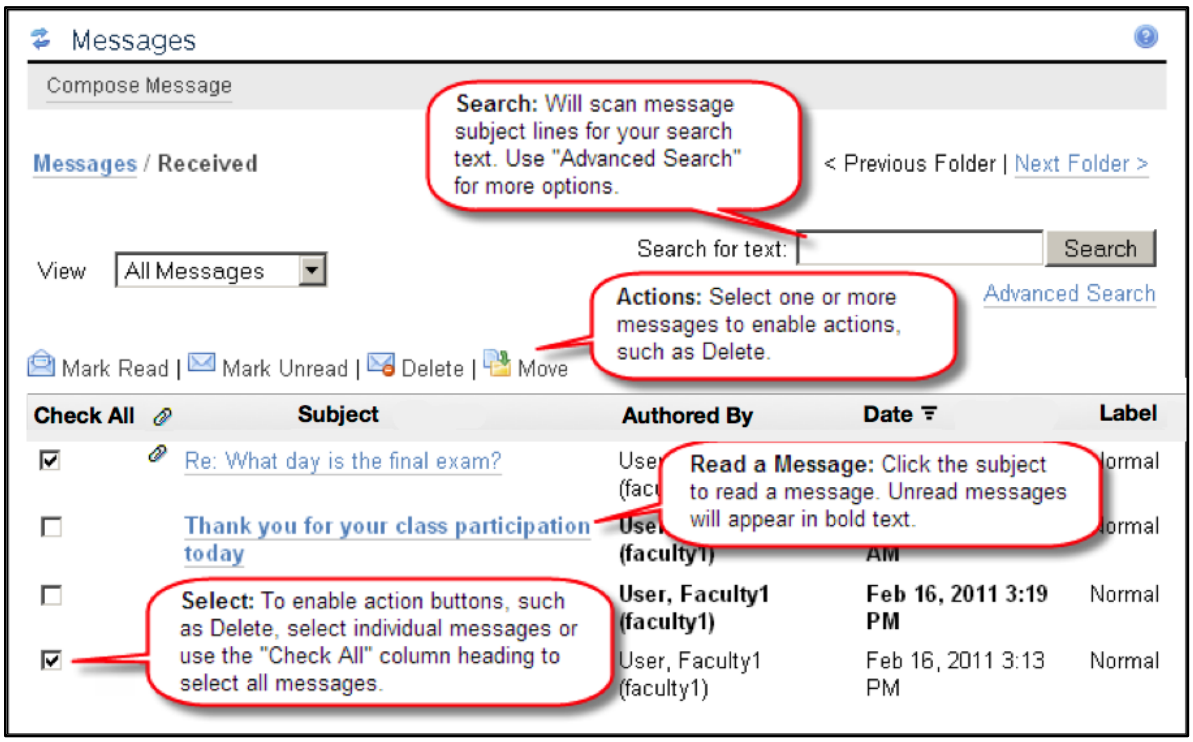

Figure 17: FOLDER VIEW - Check Messages in the Received Folder

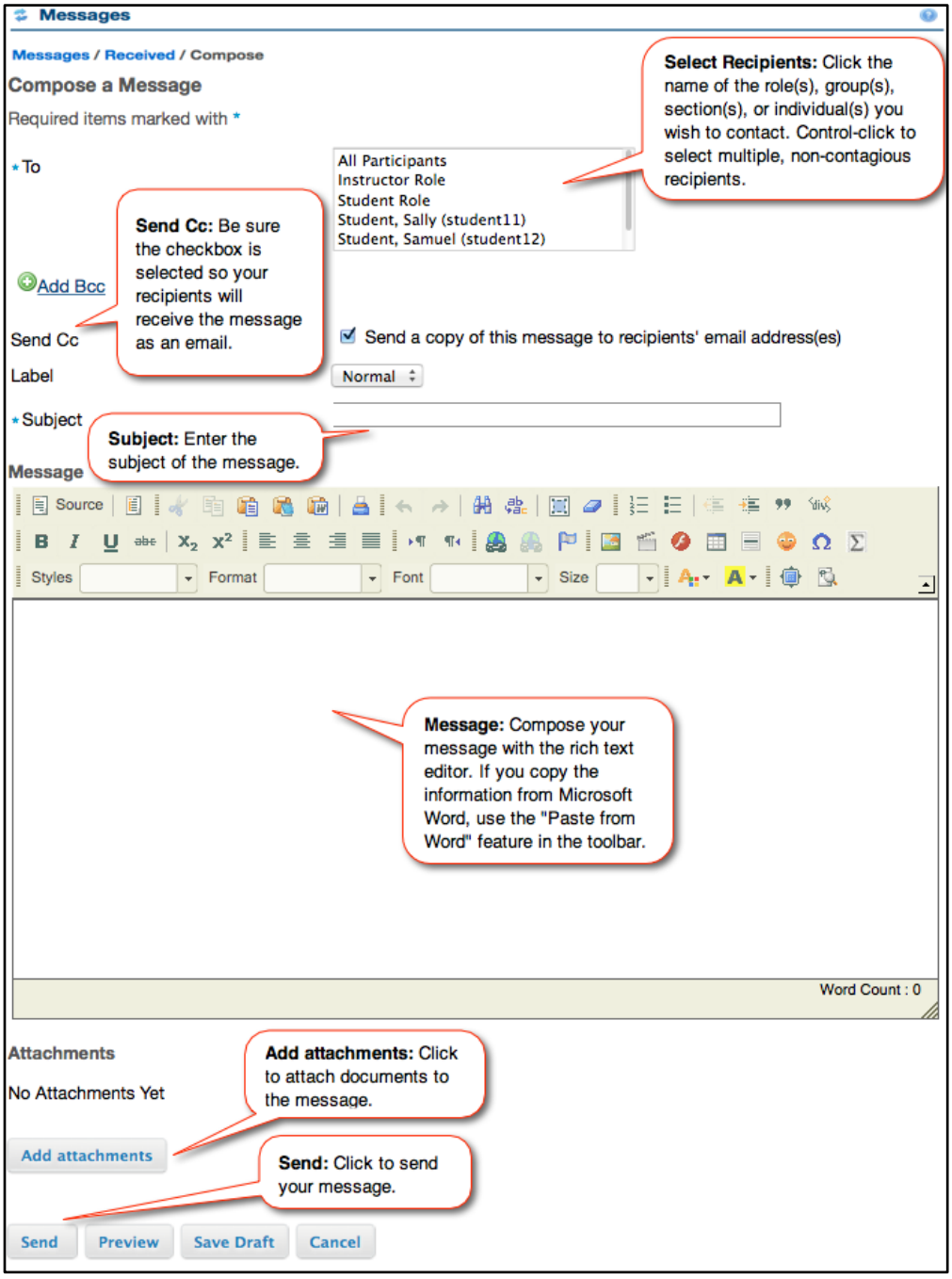

Figure 18: COMPOSE VIEW - Compose a Message

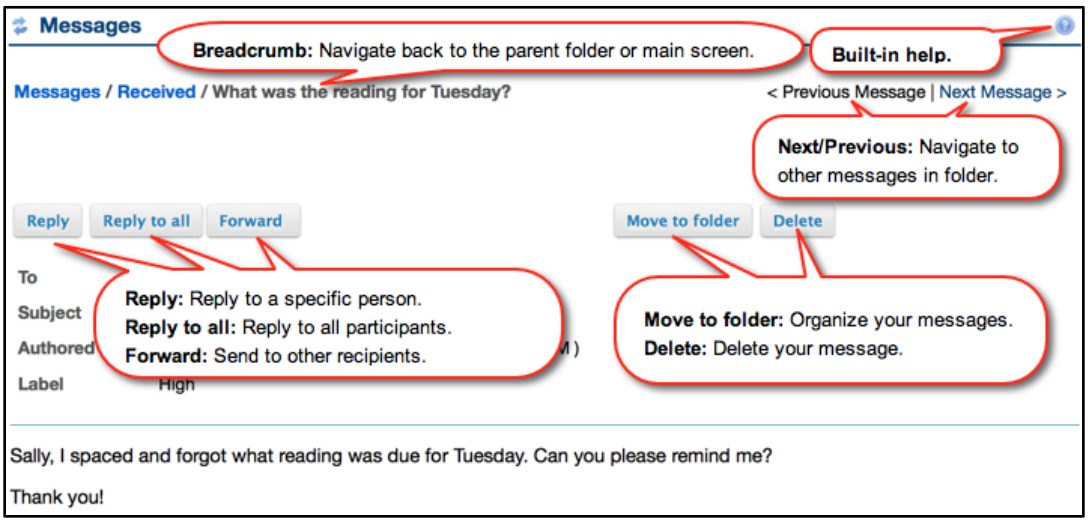

Figure 19: MESSAGE VIEW - Read an Individual Message

Email Your Instructor(s) or Classmate(s)

Instructions

1. Click the **tab** for your course or project site.
2. Click "**Messages**" in the left menu.
3. Click "**Compose Message**."
4. Select the desired recipient(s). You can email roles, groups, or individuals. To select multiple non-contiguous individuals, Ctrl-Click (or Command-Click on Mac) the desired names.
5. Verify that the "Send a copy of this message to recipients' email address(es)" is selected.
6. (optional) Select a label for the message: Normal, High, or Low.
7. Enter the "**Subject**" for the message.
8. Enter the "**Message.**" If pasting from Microsoft Word, be sure to use the "Paste from Word" tool in the rich text editor.
9. (optional) Click "Add attachments" if you want to attach documents to the message.
10. Click "**Send**" when finished.

Delete a Message

Instructions

1. Click the **tab** for your course or project site.
2. Click "**Messages**" in the left menu.
3. Click the **folder** that contains the message (e.g. "Received" or "Sent").
4. IN FOLDER VIEW:
    a. Select the message(s) you want to delete.
    b. Click the "**Delete**" button above the column headings.
    c. The message will be moved to the "Deleted" folder.
5. IN MESSAGE VIEW:
    a. Open the specific message.
    b. Click "**Delete**" at top right.
    c. Click "**Delete**" again to confirm and move the message to the "Deleted" folder.
6. To permanently remove the message(s):
    a. Go to the "**Deleted**" folder.
    b. **Select the message(s)**.
    c. Click the "**Delete Message(s)**" button above the column headings.

Create a Folder

Instructions

1. Click the tab for your course or project site.
2. Click "**Messages**" in the left menu.
3. Click "**New Folder**."
4. Enter a "**Folder Title**."
5. Click "**Add**."

Move a Message to a Folder

Instructions

1. Click the **tab** for your course or project site.
2. Click "**Messages**" in the left menu.
3. Click the **folder** that contains the message (e.g. "Received" or "Sent").
4. IN FOLDER VIEW:
    a. Select the message(s) you want to move.
    b. Click the "**Move**" button above the column headings.
    c. Select the desired folder.
    d. Click "**Move Messages**."
5. IN MESSAGE VIEW:
    a. Open the specific message.
    b. Click "**Move to folder**."
    c. Select the desired folder.
    d. Click "**Move Messages**."

Messages: Frequently Asked Questions

"I sent a message but my instructor or classmate didn't receive an email. Did I forget a step?"

Although selected by default, please verify that when you compose a new message that the checkbox for "Send a copy of this message to recipients' email address(es)" is checked. If this is not checked, the message will only be viewable within Courses.

Otherwise, it's possible that the recipient is experiencing issues with his/her email. The mailbox may be full or the person's email client blocked or filtered the message as junk email. Be sure to check these folders in your email client and set our Courses service as an allowed sender.

Resources: Access Course Documents and Links

The Resources tool is where your instructor will share documents, web links, and other resources with you. Optionally, your instructor can create a group folder so that you and select classmates can share documents and collaborate within the course site.

Figure 20: Access Site Resources (Documents, Folders, Links, etc.)

Download a File

1. Click the **tab** for your course or project site.
2. Click "**Resources**" in the left menu.
3. Click the folder name or expand the folder by clicking the folder icon, if applicable.
4. Click the document title.
5. You may "Open" or "Save" the file. We recommend that you "Save" the file. By saving the file, you will be able to select the best location so you can find the file easily in the future.

Resources: Frequently Asked Questions

"I am receiving an error that the resource is not available or permission is denied."

If your professor has stored a file in another area of Courses and provided a link in your course, he/she may not have given all students access to that resource. Your professor will need to review the resource and confirm that it is: available (not hidden), access is granted (permissions either set within the site or set to "public" if located elsewhere), and has not been moved or deleted.

Tests & Quizzes: Take an Assessment

Test Taking Tips

BEFORE YOU START YOUR TEST OR QUIZ

1. **READ ALL INSTRUCTIONS AND QUESTIONS CAREFULLY.** We cannot stress this step enough. The most common reason why students do not perform well on assessments is because they skip or rush through instructions or questions.

2. **Study and be prepared before you begin.** The same preparation you put into a classroom-based exam is required for online assessments. Be sure to study and be ready for your exam before you begin.

3. **Use a reliable Internet connection and plug in your laptop.** We recommend that you use a wired Internet connection when taking an online assessment, if possible. Also, if you are a laptop user, be sure to use your AC power adapter. You may lose work if you lose your network connection or power during a quiz or test.

4. **Use a supported Web browser that is properly configured.** Be sure to use a supported Web browser, such as Firefox 3.x and higher or Internet Explorer 7 and higher. You must also allow cookies, JavaScript, and Java.

5. **Close all other browser windows and tabs.** For the best experience, we strongly recommend that you use a single browser window to take your assessment. Close all other windows and tabs to avoid difficulties or interference from other Web sites. Finally, do not open the Courses site in multiple tabs or you may lose work.

6. **Disable third-party browser security add-ons or applications.** To complete your online quiz or test, you need to submit the assessment online. Some browser toolbars, add-ons, or internet software may block pop-up messages or filter information you submit online. These tools could interfere with your assessment. We recommend that you temporarily disable any Web filtering or pop-up blocking software while you take your quiz or test.

7. **Log directly into Courses (powered by Sakai).** For the best experience, we strongly recommend that you log into Courses directly at **http://courses.pepperdine.edu** and click "Pepperdine Login." If connecting through WaveNet, the portal will send pop-up warnings every 30 minutes to keep the WaveNet session alive. These pop-up messages may impact your test or interfere with your concentration.

DURING YOUR TEST OR QUIZ

1. **Do not use your browser's back button.** When navigating your online exam, only use the navigation buttons within the exam itself. Do not use the "back" or other buttons in your Web browser since you may lose your work.

2. **Be mindful of your time.** During your online exam or quiz you should pay attention to the assessment deadline, any timer, and the main assessment timeout.
    a. DEADLINE: Some assessments are configured to allow submission after the deadline, others are not. If you start an assessment at 2:45 PM and the professor

set a hard deadline of 3:00 PM, then you only have 15 minutes to complete the assessment.

b. TIMER: **On timed exams, the clock doesn't stop ticking.** Once you start a timed assessment, you must finish within the time limit.
c. TIMEOUT: While the system time out is two hours, **an assessment timeout is one hour.** To keep your login session active, you must click an exam button, such as "Save and Continue," "Table of Contents," or "Submit for Grading" to save your progress and keep your session alive.

3. **Wait for each page to load completely.** Wait for each page of the exam to load completely. If you start writing or selecting answers before the page finishes loading, you may lose some of your work.

4. **Write short answer or essay questions in a word processor or text editor and then paste into Courses.** As a best practice, we recommend that you compose and save your written work frequently in a word processor. This way you'll have a backup copy of any short answer or essay questions in case of a problem with your computer or your network connection.

5. **You must click "Submit for Grading" to receive credit for your test or quiz**.

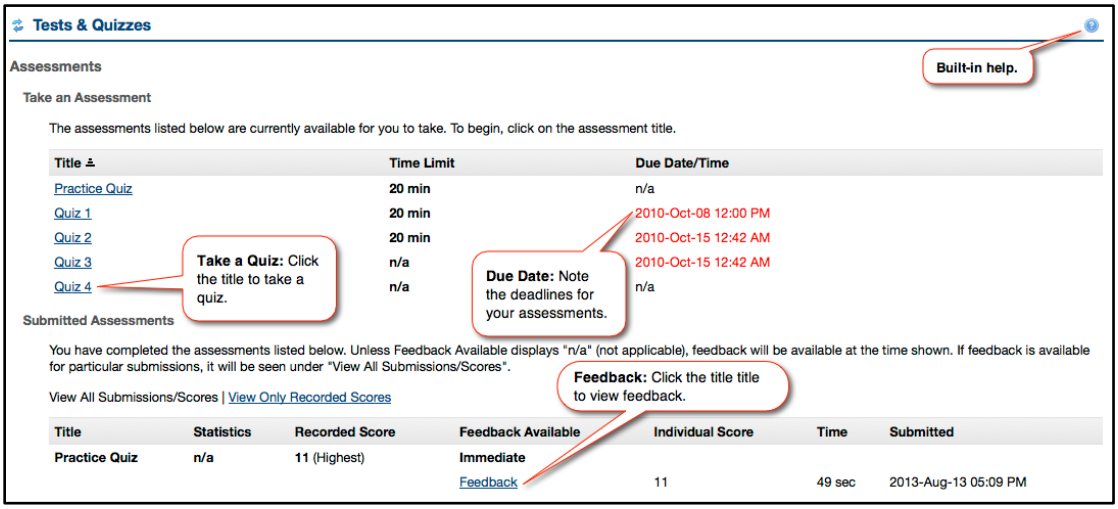

Figure 21: Main View of Tests & Quizzes

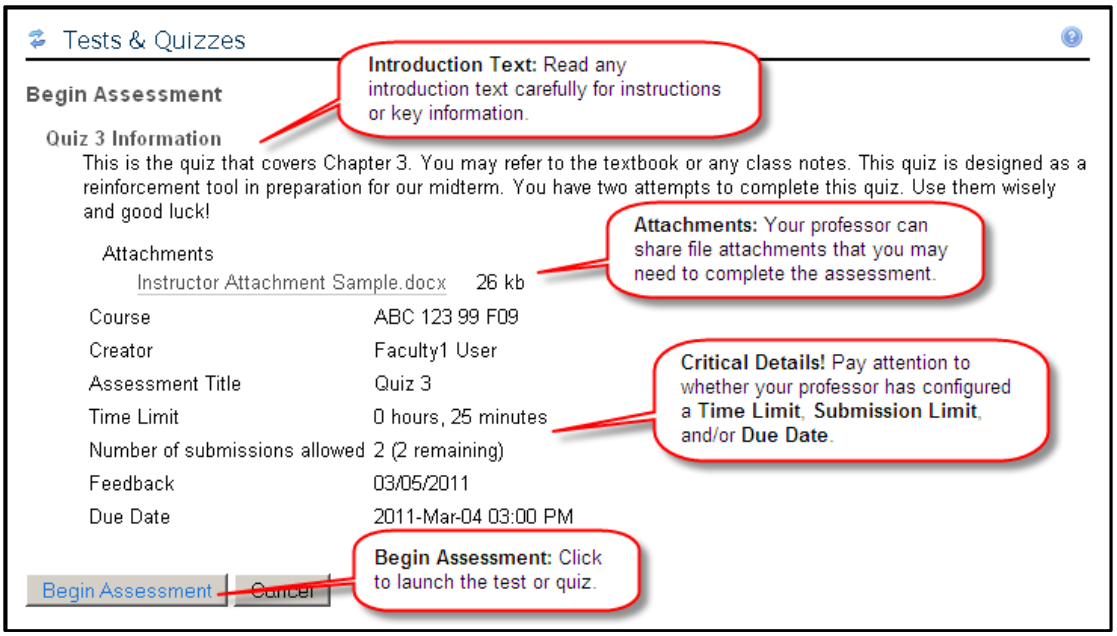

Figure 22: Begin Assessment

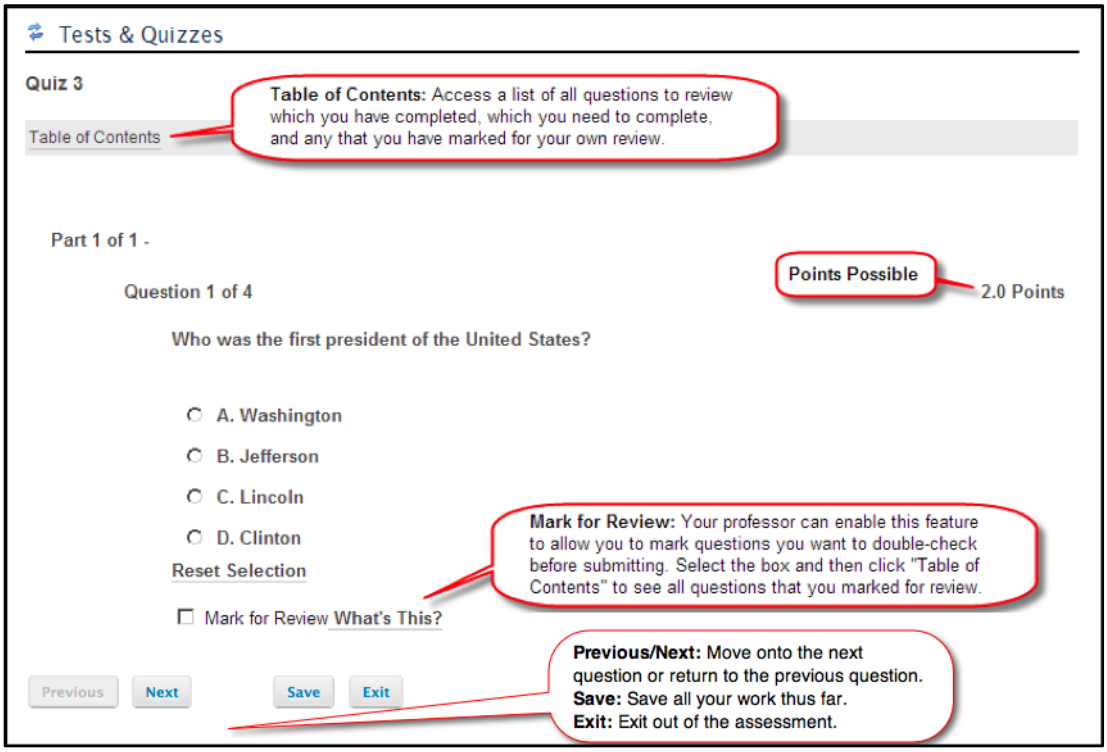

Figure 23: Assessment without Timer, One Question per Page

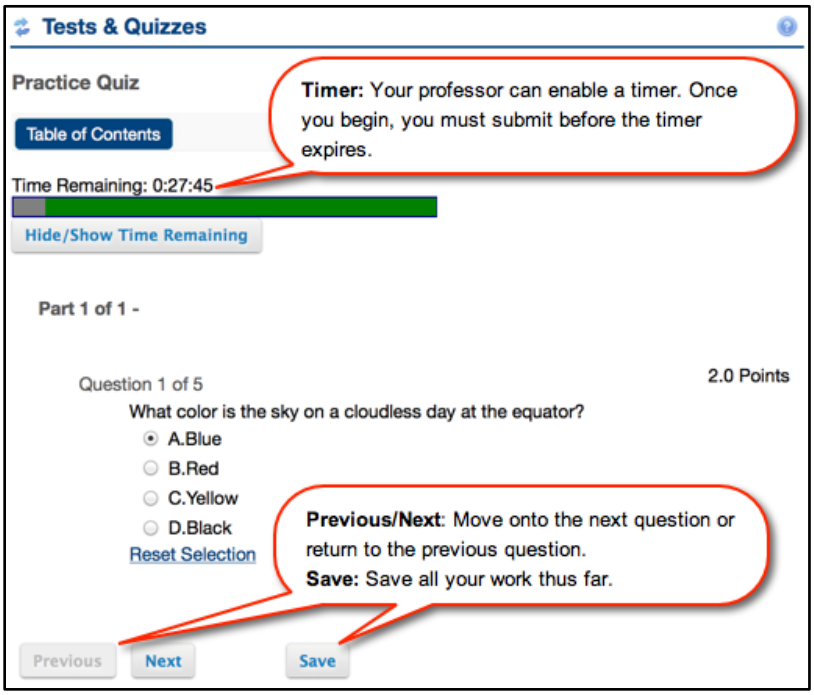

Figure 24: Assessment with Timer, One Question per Page

Complete Your Quiz or Test

Instructions

1. Click the **tab** for your course or project site.
2. Click "**Tests & Quizzes**" in the left menu.
3. Below "Take an Assessment," click the **title of the assessment** you wish to start.
4. Review the details and click "**Begin Assessment**."
5. Read the instructions and questions carefully.
6. Timed test.
    a. Once you start a timed test, you must complete and submit it before the timer ends.
7. If your assessment has all questions on a single page:
    a. **Answer** each question.
    b. Click "**Submit for Grading**" to complete the exam.
    c. NOTE: You must click "Submit for Grading" on a timed assessment or before the deadline to receive credit. If you fail to click "Submit for Grading" before either the timer or the deadline, your work **will not be saved** and you **will not receive credit**.
8. If your assessment has one question per page:
    a. **Answer** each question.
    b. If you are unsure of your answer and want to double-check your work, click "Mark for Review" (if available).
        i. To review your marked questions, click "Table of Contents."
        ii. Click the arrow icon to expand the part or parts of the quiz or exam you wish to double-check.
        iii. The question mark icon ("?") represents questions you have marked for review.
        iv. The red arrow icon represents questions you have not answered yet.
        v. To jump to a specific question, click the question text.
    c. Click "**Save and Continue**" to move to the next question.
    d. From the last question or the table of contents, click "**Submit for Grading**" to complete your assessment.

View Your Quiz or Text Results and Feedback

Instructions

1. Click the **tab** for your course or project site.
2. Click "**Tests & Quizzes**" in the left menu.
3. To view results:
    a. Below "Submitted Assessments," check the Feedback Date for the quiz or test. Wait for this date and time, if applicable.
    b. Click the **Feedback** link.
    c. Review the scores, answers, and other feedback. Instructors can choose how much or little information to share. If you do not see the information you expect, please consult with your instructor.
    d. Click **Return to Assessment List** when finished.
4. To view statistics (optional):
    a. Instructors have the option of sharing statistical details about an assessment with students. If the "Statistics" option is not listed, please consult with your instructor.
    b. Below "Submitted Assessments," check the Feedback Date for the quiz or test. Wait for this date and time, if applicable.
    c. Click the **Statistics** link next to the assessment you wish to review.
    d. Review the statistical details for this quiz or test.
    e. Click **Return** when finished.

Tests & Quizzes: Frequently Asked Questions

"An Oracle/WaveNet pop-up keeps happening every 30 minutes and it interrupts my assessment. What should I do?"

For security reasons, WaveNet has a 30 minute timeout warning. It will alert you to keep your WaveNet session active.

When taking a quiz, please log into Courses directly instead of through WaveNet. Visit **http://courses.pepperdine.edu** and click "Pepperdine Login." See *Access Courses* for more information.

"If I start a timed quiz can I save my progress and continue later?"

When you begin a timed assessment, the clock starts ticking. For example, if you take a 20 minute quiz, you will have 20 minutes to complete the assessment once you click "Begin Assessment." You will not be allowed to save your progress to continue work later. You must be prepared to complete the assessment once you begin.

"What does the Mark for Review feature do?"

The "Mark for Review" feature allows you to mark one or more questions that you want to double-check before you submit the quiz or exam for grading. If the option is available, select the checkbox for "Mark for Review." Later, click the "Table of Contents" button to review the questions that you've answered, have not answered, or marked for review.

TIPS

Paste from Word: Eliminate Strange Code from Microsoft Word

When writing responses to discussion board posts, assignments, or essay quiz questions, it's smart to compose your work in a word processor, like Microsoft Word. However, these applications use custom code to format text. This code will often appear if you paste into rich text editors on the web.

To remove this code, yet keep your formatted content, be sure to use the "Paste from Word" tool.

Instructions

1. Write your response in a word processor, like Microsoft Word.
2. Copy your response.
3. In the text box, click the "Paste from Word" icon.
4. Paste your text into the pop-up window.
5. Click OK. Your text will be pasted safely into the rich text editor.

Reset Arrows: Return to the Home Page of any Tool

In most cases, the Courses service will remember where you last were in a tool. For example, if you were last responding to a specific message in the Forums tool, Courses may bring you back to that specific page if you navigate somewhere else in the site and then return. This can be a very convenient feature, but sometimes you may need to return to the home page of the tool. To do this, click the small blue reset arrow icon next to the tool name. This will bring you to the top level or home page of the specific tool.